

TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Transbay Joint Powers Authority (“TJPA”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. This form can be found on our website at <http://www.transbaycenter.org/tjpa/about-the-tjpa/contact-us>. The Transbay Joint Powers Authority investigates complaints received no more than 180 days after the alleged incident. The TJPA will process complaints that are complete.

Once the complaint is received, the TJPA will review it to determine if our office has jurisdiction. Within 10 business days of receipt of the completed complaint form, the Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the TJPA.

The TJPA has 60 days to investigate the complaint. If more information is needed to resolve the case, the TJPA may contact the Complainant. The Complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the Complainant or does not receive the additional information within 10 business days, the TJPA can administratively close the case. A case can also be administratively closed if the Complainant no longer wishes to pursue their case. If more time is required beyond the initial 60 day period to complete the investigation, the TJPA shall notify the Complainant of the estimated timeframe for completing the review.

After the investigator reviews the complaint, she/he will issue one of two letters to the Complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the relevant staff member(s), or other action will occur. If the Complainant wishes to appeal the decision, she/he has 10 business days after the date of the closure letter or the LOF to do so. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the TJPA. The TJPA will notify the Complainant of the decision either to accept or reject the request for reconsideration within 10 business days. In cases where the TJPA agrees to reconsider, the reevaluation shall be completed within 60 days in accordance with Paragraph 3, above.

A person may also file a complaint directly with the Federal Transit Administration (“FTA”), at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Complaints must be filed with the FTA within 180 days after the date of the alleged discrimination.